

WHAT IS CLAIMED IS:

1. A computer system comprising:

a database for maintaining data associated with at least one public sector organization that includes at least one outcome measure and at least one cost-effectiveness measure; and

a computer coupled to the database, wherein the computer includes a processor and a memory, the processor and memory configured to:

identify at least one outcome measure and at least one cost-effectiveness measure for a public sector organization,

obtain measurements associated with measures, and
determine a relative performance measure of the public sector organization based on the measurements.

2. The computer system of claim 1 wherein the processor is programmed to obtain measurements includes obtaining measurements from public data sources.

3. The computer system of claim 2 wherein obtaining measurements from public data sources includes obtaining background information from the organization.

4. The computer system of claim 3 further comprising comparing the relative public performance measure with performance trends.

5. The computer system of claim 4 further comprising making recommendations to the organization on the basis of the comparing.

6. The computer system of claim 1 wherein a cost-effectiveness measure is based on a ratio of at least one value of an outcome measure over a combination of annual expenditure and capital charge.

7. The computer system of claim 1 wherein the processor is programmed to exclude exogenous factors associated with an outcome measure.

8. The computer system of claim 1 wherein the processor is programmed to weight at least one of the outcome measures relative to another outcome measure of the public sector organization.

9. The computer system of claim 1 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation, fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

10. The computer system of claim 9 wherein, in the police organization, an outcome measure includes at least one of: public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

11. The computer system of claim 9 wherein, in the public health organization, an outcome measure includes at least one of: improved health care, reduced errors in prescriptions; and cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

12. The computer system of claim 9 wherein, in the revenue service organization, an outcome measure includes at least one of: improved tax compliance, citizen satisfaction; and cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

13. The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

14. The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

15. The computer system of claim 1 wherein the processor is programmed to determine a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

16. The computer system of claim 15 wherein the processor is programmed to derive a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

17. The computer system of claim 1 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

18. The computer system of claim 17 wherein the processor is programmed to derive a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

19. The computer system of claim 1, wherein the processor is programmed to use the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

20. A computer program product, tangibly embodied in an information carrier, the computer program product being operable to cause data processing apparatus to:

- identify at least one outcome measure and at least one cost-effectiveness measure for a public sector organization;
- obtain measurements associated with the measure; and

determine a relative public performance measure of the public sector organization based on the measurements.

21. The computer program product of claim 20 wherein, the computer program product is operable to cause data processing apparatus to obtain measurements from public data sources.

22. The computer program product of claim 21 wherein obtaining measurements from public data sources includes obtaining background information from the organization.

23. The computer program product of claim 22 further comprising comparing the relative public performance measure with performance trends.

24. The computer program product of claim 23 further comprising making recommendations to the organization on the basis of the comparing.

25. The computer program product of claim 20 wherein a cost-effectiveness measure is based on a ratio of at least one value of an outcome measure over a combination of annual expenditure and capital charge.

26. The computer program product of claim 20 wherein, the computer program product is operable to cause data processing apparatus to exclude exogenous factors associated with an outcome measure.

27. The computer program product of claim 20 wherein, the computer program product is operable to cause data processing apparatus to weigh at least one of the outcome measures

relative to another outcome measure of the public sector organization.

28. The computer program product of claim 20 wherein the computer program product is operable to cause data processing apparatus to provide a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

29. The computer program product of claim 20 wherein the computer program product is operable to cause data processing apparatus to provide a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

30. The computer program product of claim 20 wherein the computer program product is operable to cause data processing apparatus to determine a relative performance measure including evaluating the performance of the public sector organization as a function of time.

31. The computer program product of claim 30 wherein the computer program product is operable to cause data processing apparatus to derive a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

32. The computer program product of claim 20 wherein the computer program product is operable to cause data processing

apparatus to determine a relative performance measure including evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

33. The computer program product of claim 32 wherein the computer program product is operable to cause data processing apparatus to derive a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

34. The computer program product of claim 20, wherein the computer program product is operable to cause data processing apparatus to use the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

35. A method comprising:

Identifying at least one outcome measure and at least one cost-effectiveness measure for a public sector organization;
obtaining measurements associated with the measure; and
determining a relative public performance measure of the public sector organization based on the measurements.

36. The method of claim 35 wherein obtaining measurements includes obtaining measurements from public data sources.

37. The method of claim 36 wherein obtaining measurements from public data sources includes obtaining background information from the organization.

38. The method of claim 37 further comprising comparing the relative public performance measure with performance trends.

39. The method of claim 38 further comprising making recommendations to the organization on the basis of the comparing.

40. The method of claim 35 wherein a cost-effectiveness measure is based on a ratio of at least one value of an outcome measure over a combination of annual expenditure and capital charge.

41. The method of claim 35 further comprising excluding exogenous factors associated with an outcome measure.

42. The method of claim 35 further comprising weighting at least one of the outcome measures relative to another outcome measure of the public sector organization.

43. The method of claim 35 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation, fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

44. The method of claim 43 wherein, in the police organization, an outcome measure includes at least one of:

public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of:
reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

45. The method of claim 43 wherein, in the public health organization, an outcome measure includes at least one of:
improved health care, reduced errors in prescriptions; and

cost-effectiveness measure includes at least one of:
reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

46. The method of claim 4 wherein, in the revenue service organization, an outcome measure includes at least one of:
improved tax compliance, citizen satisfaction; and

cost-effectiveness measure includes at least one of:
reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

47. The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

48. The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

49. The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

50. The method of claim 49 further comprising deriving a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

51. The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

52. The method of claim 51 further comprising deriving a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

53. The method of claim 52, further comprising using the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.